

PERSON SPECIFICATION
Firstpoint Adviser

Criteria	Essential/ Desirable	Application Form / Supporting Statement / Interview
1. Educated to degree level, or equivalent skills, knowledge, and experience.	Essential	Application Form
2. Relevant experience in a busy, varied customer service role or similar.	Essential	Supporting Statement / Interview
3. Excellent interpersonal skills. The ability to communicate clearly, confidently, and effectively, verbally, in writing and via electronic media. An excellent standard of spoken and written English (including grammar, punctuation, and spelling) is required.	Essential	Supporting Statement / Interview
4. Excellent organisational and administrative skills, and the ability to prioritise and manage time effectively under pressure.	Essential	Supporting Statement / Interview
5. A calm approach to challenging conversations, and the ability to defuse situations where a student may be distressed, anxious or angry.	Essential	Supporting Statement / Interview
6. Ability to work effectively within a team and on your own initiative, and to take a lead role when required.	Essential	Supporting Statement / Interview
7. Ability to maintain the highest standards of professionalism, dealing with confidential and sensitive issues with integrity, discretion, and impartiality, in accordance with university guidelines and the Data Protection Act.	Essential	Supporting Statement / Interview
8. Ability to operate effectively under pressure and to deal with frequent interruptions, as well as to manage and organise a highly complex and significant workload efficiently, including working to challenging deadlines.	Essential	Supporting Statement / Interview
9. Willingness to adopt a flexible attitude to working hours to accommodate firstpoint opening hours and maintain adequate cover at all times.	Essential	Supporting Statement / Interview
10. Excellent IT skills including experience of using Microsoft Word to create and edit documents, Excel spreadsheets to record financial data, and Outlook for sending, receiving, and managing emails and calendars. The ability to learn a range of in-house systems, and to explore opportunities for using	Essential	Supporting Statement / Interview

technologies to enhance working practices and improve the service to students.		
11. A proactive approach to work, with the ability to make appropriate decisions about prioritising, initiate action where necessary and monitor the effectiveness of the service in line with university objectives.	Essential	Supporting Statement / Interview
12. A positive approach to your own training and that of others. Willingness and ability to manage your own personal development in order to keep up to date with systems, processes, technology, good practice and university priorities.	Essential	Supporting Statement / Interview
13. Willingness and ability to travel independently to undertake duties or training off campus as required.	Essential	Supporting Statement / Interview
14. Ability to manage time effectively and be consistently punctual, reliable, and flexible.	Essential	Supporting Statement / Interview
15. Ability to assist students to reach their full potential while maintaining appropriate professional boundaries relating to levels of support and intervention.	Essential	Supporting Statement / Interview
16. A positive attitude to diversity and inclusion, and the ability to adapt the service and approach appropriately to suit the needs of individual students.	Essential	Supporting Statement / Interview
17. A relevant qualification, such as Customer Care or Advice and Guidance.	Desirable	Application Form
18. Experience of working in an education setting, preferably in higher education.	Desirable	Application Form

- Application Form – assessed against the application form and where appropriate, curriculum vitae. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.
- Supporting Statements - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation or teaching session etc.